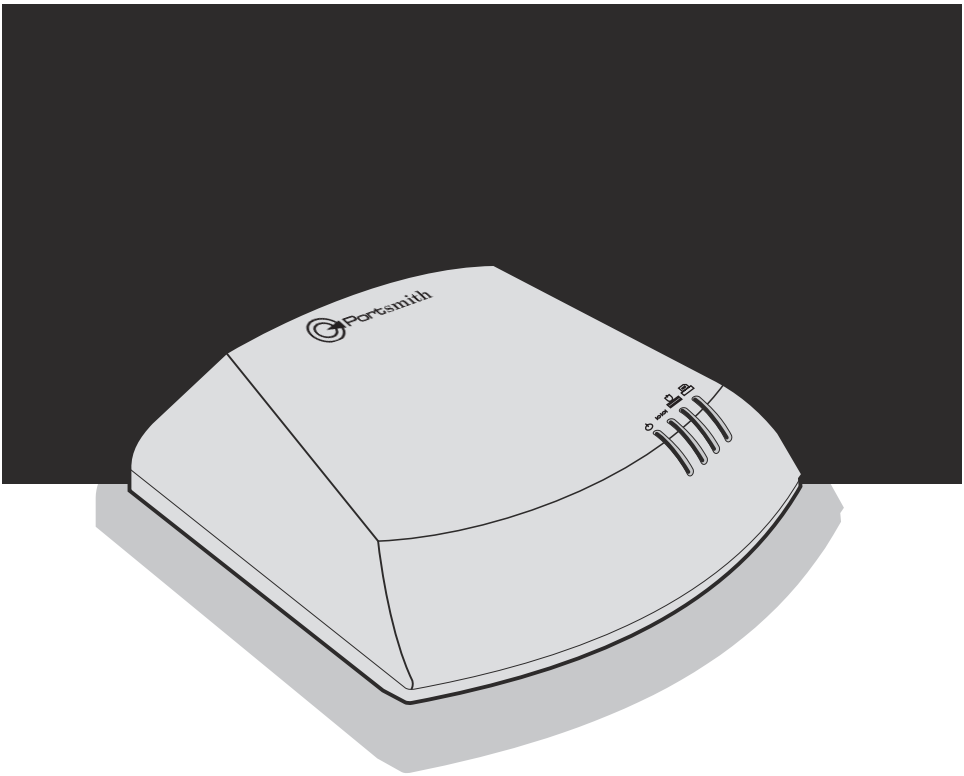
Portsmith



User Manual

Portsmith Express/Express+

User Manual

Portsmith Express

Portsmith Express +

Second Edition – May 2000

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Portsmith LLC
1111 S. Orchard St.
M/S Suite 109
Boise, ID 83705
USA

Ver: 051200

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Product Overview

Portsmith Express is a universal port replicator that easily connects multiple desktop peripherals to any laptop PC through a single USB connection. Portsmith Express features the ability to “hot dock” the peripherals. This means you can connect the peripherals to the desktop and use them without restarting the laptop PC.

With Portsmith Express, you can quickly hot dock the following items:

- Parallel Printer (DB-25 IEEE-1284)
- Serial Peripherals (such as a serial printer, modem, monitor, or palm device DB-9 RS-232, one at a time)
- Keyboard
- Mouse
- Up to Four USB Peripherals (at the same time)
- 10Base-T Ethernet (Portsmith Express+ models only)

The SoftDock™ Utility included with Portsmith Express, offers several dock status, management, and troubleshooting features to simplify the overall use of the port replicator.

Package Contents

As you unpack your Portsmith Express universal port replicator, verify that all the following items are included in the box:

- Portsmith Express Unit
- USB Cable
- Universal (worldwide) Power Adapter with Line Cord
- *Portsmith Express Installation Disk* (includes drivers and the Portsmith Express SoftDock Utility)
- User Guide
- Warranty Registration Card

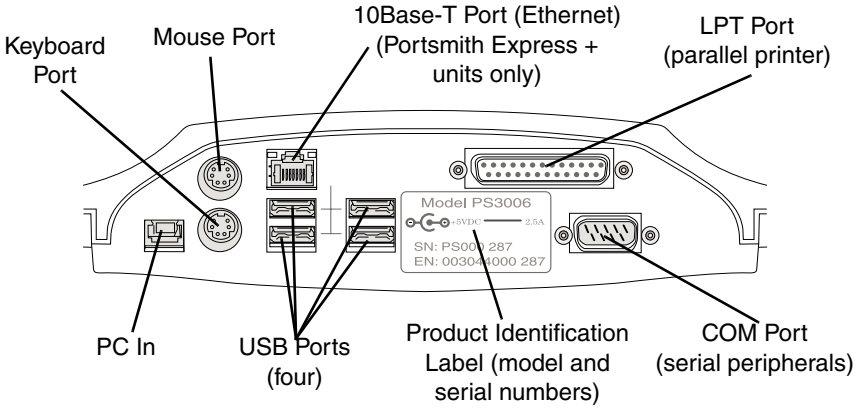
System Requirements

Make sure your laptop PC system meets the following requirements:

- One of the following operating systems:
  - Microsoft Windows 98
  - Microsoft Windows 98 Second Edition
  - Microsoft Windows 2000
- 32 MB of system memory
- 1 MB of available hard drive space
- One available USB connection on the laptop PC

Hardware Description

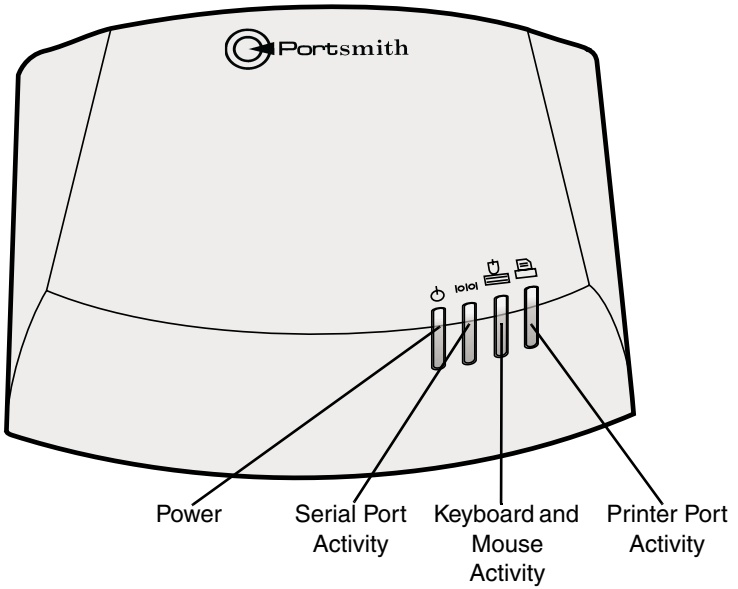
The ports supported by Portsmith Express are identified below. Refer to the illustration to see each port's location on the back of the unit.



Rear View

Portsmith Express has a series of lights on the front of the unit. These lights are status indicators. You can interpret the meaning of each status indicator light depending on whether the light is on, flashing, or off. Below is a key to the status indicators.

Status Lights	Condition	Description
	Solid Flashing	Portsmith Express is powered up and running The laptop PC is not communicating properly with the Portsmith Express unit
	Solid Flashing	The serial port is ready The serial port is active
	Solid Flashing	The keyboard and mouse are ready The keyboard or mouse is active
	Solid Flashing	The printer port is ready The printer port is active



Front View

Installation

Hardware Setup

1. Remove the Portsmith Express unit from the packaging.
2. Place the Portsmith Express unit near the laptop PC.
3. Connect the mouse, keyboard, and Ethernet (only on Portsmith Express+ units) to the back of the unit.

NOTE
For the smoothest setup, connect the other peripherals **after** *installation is complete. These other peripherals (DB-25 parallel printer, DB-9 serial peripheral, and USB peripherals) are discussed later in this section, beginning on page 6.*

4. Connect the power supply to the right side of Portsmith Express unit.
5. Plug the power supply into an AC outlet.
6. Connect the USB cable from the Portsmith Express unit to the laptop PC.

NOTE
Connecting the USB cable to the laptop PC is known as "docking." Disconnecting the USB cable from the laptop PC is referred to as "undocking." Wait until the docking or undocking process is finished before redocking or undocking.

7. The laptop PC will display the **Add New Hardware Wizard** upon its first connection to the Portsmith Express unit.

After the hardware setup is complete, the laptop PC will look for the Portsmith Express drivers. These drivers are included on the Portsmith Express diskette. Proceed to the next section, "Software Installation," to install the drivers.

Software Installation

In order to successfully use the Portsmith Express hardware, you must install the companion software. The software includes drivers for the Portsmith Express unit, and the Portsmith Express SoftDock Utility. (See “Portsmith Express SoftDock Utility” on page 8 for descriptions of all the SoftDock Utility features.)

1. From the **Add New Hardware Wizard**, click **Next**.
2. Select **Search for the best driver for your device**, then click **Next**.
3. Insert the *Portsmith Express Installation Disk* into the floppy drive.
4. Select **Floppy disk drive**, then click **Next**.

Add New Hardware Wizard
Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations. Click Next to start the search.
Floppy disk drives
CD-ROM drive
Microsoft Windows Update
Specify a location:
Browse...
< Back
Next >
Cancel

5. The wizard will show that it has found the Portsmith Express driver. Click **Next** to begin loading the Portsmith Express software. The default path for the software is C:\PSDOCK. You cannot change this path during the installation process.
6. When the wizard is complete, click **Finish**.

The laptop PC will begin installing the software for each Portsmith Express function. In addition to the Portsmith Express hardware drivers, the laptop PC might need to install system drivers for your peripherals. You might be prompted to insert your Windows system software to locate drivers for the peripherals. Be sure to have your system software ready.

NOTE
*During the installation process, if you are prompted to restart your laptop PC, select **Yes**.*

Ethernet Setup (Portsmith Express+)

The Portsmith Express installation software will install default network settings.

To customize your settings:

1. Go to your desktop and double click the **My Computer** icon.
2. Double-click **Control Panel**.
3. Double-click **Network**.

NOTE
The Portsmith Express Ethernet will be displayed as **Portsmith Express Ethernet Adapter**.

4. Select **Add…** to add any necessary components for your network settings or **Properties** to modify an existing component.
5. Click **OK** when finished.

NOTE
Contact your network administrator before modifying your network settings. Invalid network settings may cause disruption of the network.

Printer Setup

To add a new Plug-n-Play printer (non-networked):

1. Connect the printer to the Portsmith Express unit.
2. Undock and redock the laptop PC (see "Hardware Setup" on page 4 for instructions).
3. Follow the prompts in the **Add New Hardware Wizard**.

To add a new non-Plug-n-Play printer (non-networked):

1. Connect the printer to the Portsmith Express unit.
2. Go to your desktop and double-click the **My Computer** icon.
3. Double-click **Printer**.
4. Select **Add Printer**.
5. Follow the prompts in the **Add Printer Wizard.**

NOTE
*When prompted to select the printer port, select the "**LPTUSBn**" port, where **n** is 1,2,3,…*

To verify that the printer is set up and ready to print from Portsmith Express:

1. Go to your desktop and double-click the **My Computer** icon.
2. Double-click on **Printer**.
3. Right-click on the desired printer.
4. Select **Properties**.
5. Select the **Details** tab.
6. Verify that printer port is "**LPTUSBn**" on the **Details** tab.

Serial Port Setup

To add a new Plug-n-Play modem:

1. Connect the modem to the Portsmith Express unit.
2. Undock and redock the laptop PC (refer to "Hardware Setup" on page 4).
3. Follow the prompts in the **Add New Hardware Wizard**.

NOTE
The serial port will automatically be assigned a COM number.

You can find the COM number that the system assigned to your serial port by running the Portsmith Express Softdock utility and viewing the serial port information. Refer to "Portsmith Express SoftDock Utility" on page 8 of this manual for more information on viewing peripheral information.

USB Peripheral Setup

NOTE
We recommend that you connect all USB peripherals after you complete the Portsmith Express hardware installation.

To add a new Plug-n-Play USB peripheral:

1. Attach the USB peripheral to the Portsmith Express unit.
2. Follow the prompts in the **Add New Hardware Wizard**.

Portsmith Express SoftDock Utility _____

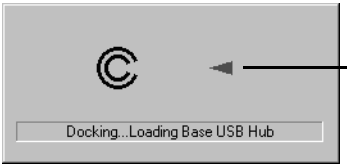
The SoftDock software program provides you with several features that simplify using or troubleshooting your Portsmith Express unit. The SoftDock utility was installed during the product installation. See “Software Installation” on page 5 for instructions on installing the utility.

With the Portsmith Express SoftDock Utility, you can:

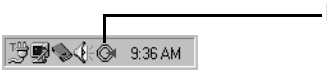
- View docking status.
- View and modify information about peripherals and the Portsmith Express unit.
- Set up multiple docking profiles.

View Docking Status

When docking and undocking the Portsmith Express unit from the laptop PC, a docking status screen (shown below) is displayed. The moving arrow indicates whether the Portsmith Express unit is docking or undocking.



When Portsmith Express is docked, a Portsmith Express tray icon is displayed in the system task tray.



Undocking Portsmith Express

- If you are using Windows 98 or Windows 98 Second Edition, you can undock the unit at any time by simply removing the USB cable from the USB port on the laptop PC. You will see the status indicator moving away from the Portsmith icon.
- If you are using Windows 2000, click the **Eject** button on the user interface prior to removing the USB cable from the USB port on the laptop PC. If you don’t click **Eject** first, Windows 2000 will display an error message. The error message is more of a nuisance than an indicator of trouble. The **Eject** button prevents the added annoyance of generating the error message when undocking. (See the illustration on the next page to view the location of the **Eject** button.)

View Peripheral and General Information

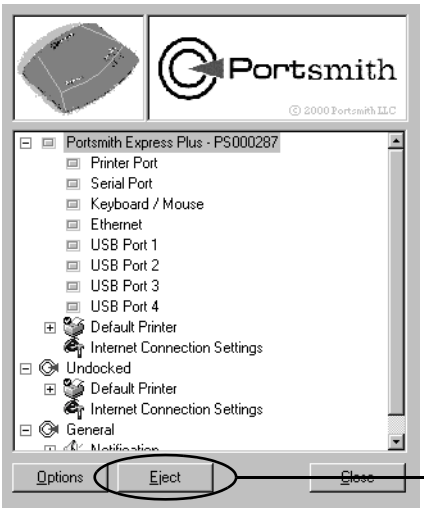
Portsmith's SoftDock Utility displays information about all peripheral devices, whether they are docked or not. You can modify and save the settings for the peripherals, as well as for the overall functionality of the Portsmith Express unit.

Below are the steps you should follow to view peripheral settings and Portsmith Express settings. Following the steps is a table listing each item's modifiable settings.

NOTE
Not all items have modifiable settings.

To view and modify information about any peripheral or about general Portsmith Express settings:

1. Double click on the Portsmith Express icon in the system task tray. The following screen is displayed.



2. Expand items in the list to display additional information about each docked or undocked peripheral or Portsmith Express setting.
3. To modify item settings, either right click on the list item, or highlight the item and click **Options**.
4. Click **OK** in the dialog box each time you modify a setting.

Modifiable List Item	Setting Options
Portsmith Express profile name (at the top of the list)	**Rename** – Use this setting to give each Portsmith Express unit a meaningful name.
	Display Serial Number – A quick way to retrieve the serial number for registering the unit or for technical support assistance.
Printer Port	**Disable Printer Filters** – The Portsmith Express unit arrives with the printer filters enabled. Click this checkbox to disable the printer filters. Use this option if you are having trouble printing.
Serial Port	**Port Name** – Shows the name assigned to the serial port during the serial port setup (see "Serial Port Setup" on page 7.) A drop-down box displays other available ports. If you change the assigned port, you will receive a message stating: "The port name has been changed. The device will need to be disconnected and reconnected for changes to take effect."
Default Printer	**Default Printer** – Shows the name of the printer that your laptop PC will use by default. A drop-down box displays other available printers. Select a different printer to reassign the default. You also have the option of not assigning a default printer.
Internet Connection Settings	**Track Dialup Settings** – Click this checkbox to have Portsmith Express remember the dialup connection settings.
	Track Proxy Settings – Click this checkbox to have Portsmith Express remember the proxy settings required for your Internet connection.
	NOTE *The Internet connection settings that are tracked can be modified as follows:* *1. Open the **Control Panel** folder.* *2. Double-click the **Internet** icon.* *3. Select the **Connection** tab.*
General, Notification Settings	**Play Sound Notification** – Portsmith Express has sound notification enabled by default. Clear this checkbox to eliminate hearing a sound when you dock or undock. You can change the default sound through the sound applet found in the Windows Control Panel.
	Display Visual Notification – Portsmith Express has visual notification enabled by default. Clear this checkbox to avoid seeing the docking status screen with the moving indicator when you dock and undock.

NOTE
Items not listed in the table have no modifiable settings within Portsmith Express.

Set Multiple Docking Profiles

You can create a custom profile for every Portsmith Express unit that you dock to. This feature is particularly helpful if you want to have different settings for different Portsmith Express units. Each profile is user-configured and tracked separately in the software.

To create an additional docking profile:

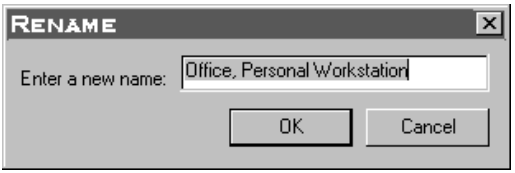
1. Dock a new Portsmith Express and a new profile will appear in the list.
2. Modify all the desired settings in the Portsmith Express SoftDock Utility.
3. Click **Close**. All settings for the new Portsmith Express unit are tied to the product serial number. They will be activated each time you dock to this particular unit.

In order to keep track of the various Portsmith Express units that you use, the SoftDock Utility allows you to assign a meaningful name to each custom profile. The Portsmith Express unit that you use at home will likely have different attachments than the unit you use at your office place. In addition, you might want to assign different settings for the units used by different people at the office or at client sites.

Using the SoftDock Utility, you could call your home profile “Smith Family, Home”. Your office profile might be called “Office, Personal Desktop.” The profiles for units at your co-worker’s workstations or at your client sites could be named “Office, Ben’s Desktop” or “Client Site, Barb’s Desktop”. You can make the profile names as personal or as meaningful as you prefer.

To rename a docking profile:

1. Right click on the **Portsmith Express** name and PS number at the top of the list. Select **Rename**. The following screen is displayed.



2. Type the name of the new profile, then click **OK**.

Customer Support

Troubleshooting

The troubleshooting section provides you with several steps to resolve the most common issues with the Portsmith Express unit. After each step, verify that the Portsmith Express unit is working properly. If the unit is not working properly after the step is completed, then proceed to the next step.

Problem 1: The Portsmith Express unit is not connecting properly.

Upon docking, the status indicator lights on top of the unit should turn on momentarily, shut off, and then turn on one by one. If Portsmith Express does not behave in this way, then:

Step 1:

- Make sure that the Portsmith Express power supply is securely connected to the Portsmith Express unit and to the AC outlet.

Step 2:

- Unplug the USB cable from the laptop PC, wait for several seconds, then plug in the USB cable again.

Step 3:

- Undock the Portsmith Express unit from the laptop PC.
- Restart the laptop PC.
- Redock the Portsmith Express unit to the laptop PC.

Step 4:

- Remove all port connections from the Portsmith Express unit and try to dock again If the unit docks properly, try connecting one port at a time with an undock/dock sequence in between until the problem peripheral is found.

Step 5:

- Go to the desktop and double-click on **My Computer**.
- Double-click on **Control Panel**.
- Double-click on **Add/Remove Programs Properties**.
- Run the uninstall for Portsmith Express
- Restart the laptop PC and reinstall the Portsmith Express Installation software (refer to the “Software Installation” section on page 5).

Problem 2: One of the Portsmith Express ports/peripherals is not functioning properly.

Upon docking, the status indicator lights on top of the Portsmith Express unit should turn on. If they do not, follow the steps below.

Step 1:

- Check the desktop for any Portsmith Express error messages.

Step 2:

- Make sure that the peripheral is securely connected to the Portsmith Express unit.

Step 3:

- Undock the Portsmith Express unit from the laptop PC.
- Remove the problem peripheral from the Portsmith Express port and redock.
- Verify that the ports are displayed correctly in the status indicator and in the Portsmith Express Monitor Utility. If the port appears normal, then reattach the peripheral.

Step 4:

- Go to the desktop and double-click on **My Computer**.
- Double-click **Control Panel**.
- Double click **System**.
- Select the **Device Manager** tab
- Check for any error messages from within Device Manager. If a port has an error, then try removing the port by selecting **Remove** and then undocking and redocking the unit.
- Reinstall the peripheral. (See to “Hardware Setup” on page 4.)

Technical Support

For additional information, refer to the FAQ List in the Support Section at www.portsmith.com. If you need additional assistance, you can contact a Technical Support specialist via e-mail at: support@portsmith.com. Please provide the following information:

- Your name
- Your phone number
- Your e-mail address
- Portsmith Express Unit model
- Portsmith Express serial number
- Laptop PC make and model
- Operating system
- Detailed problem description

NOTE
You can find the Portsmith Express serial number on the label on the back of the unit. Or you can right click the profile name in the software, and select ***Serial Number****. When you do, a screen similar to the one below will be displayed.*

Other Information

Hardware Warranty

Portsmith LLC warrants this product against defects in materials and workmanship to the purchaser for a period of two (2) years from the date of shipment. This warranty is limited to a repair or replacement of the product.

To obtain warranty service, the purchaser must first call Portsmith LLC for an RMA number, then return the product to Portsmith LLC for repair or replacement.

Purchaser shall prepay shipping charges for products returned to Portsmith LLC. Portsmith LLC will pay for return of the products to purchaser, except that purchaser shall pay all shipping charges, duties, and taxes for products returned to Portsmith LLC from a country other than the United States.

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Portsmith LLC warrants the media (the diskettes) on which the software is furnished to be free of defects in materials and workmanship under normal use for a period of ninety (90) days from the date of shipment.

This warranty applies only to software products. The warranty for hardware products is described elsewhere.

Portsmith LLC does not warrant that the operation of the program will meet your requirements or be error free. The program is provided “AS IS” without warranty of any kind. The entire risk as to the quality and performance of the program is with the purchaser. If the program proves defective or inadequate, purchaser assumes the entire cost of servicing or repair.

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Purchaser's exclusive remedy shall be the replacement of defective media which is returned to Portsmith LLC. If Portsmith LLC is unable to replace the media within a reasonable amount of time, the purchaser may terminate this agreement by returning the program and all copies, documentation and proof of purchase for a refund of the purchase price.

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Important: Before installing the software, please carefully read this License Agreement. Installation indicates your acceptance of the terms and conditions of this License. If you do not agree with these terms and conditions, you should return the software, and your money will be refunded.

License Agreement

This license permits you to …

1. Use this software in the conduct of business without limit when the software is used with Portsmith Express or Portsmith Express+.
2. Copy the software onto any laptop PC connected to Portsmith Express or Portsmith Express+.

You are not permitted to …

1. Make modifications to any portion of this software product.
2. Merge this software product or any portion of it into another program or product.
3. Decompile, reverse engineer, disassemble or otherwise reduce the software to a human-perceivable form.

Warranties

All warranties are governed by the "Software Limited Warranty" included in this document.

NOTE
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Regulatory Information

This equipment generates and uses radio frequency energy. If not installed and used according to the manufacturer's instructions, this equipment may cause interference with radio/TV reception.

The Federal Communications Commission has established technical standards regarding radio frequency energy emitted by computing devices.

This equipment complies with Part 15 of the FCC Rules, subject to the following conditions: This device may not cause harmful interference; and it must accept any interference received, including interference that may cause undesired operation.

There is no guarantee that interference will not occur in a particular installation. If you suspect that this equipment is interfering with radio/TV reception, try the following:

- While observing the interference, turn the suspect equipment off and back on. If the interference stops when you turn the equipment off, and starts again when you turn the equipment on, the equipment is probably the source of your problem
- Connect the equipment and the receiver to different electrical outlets.
- Increase the distance between the equipment and the receiver.
- Reorient or relocate the receiving antenna.
- Consult your dealer or an experienced radio/TV technician for additional advice.

Portsmith LLC is not responsible for radio/TV interference caused by using unauthorized cables or by making unauthorized changes to this equipment.

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